

CSC Adopted: October 2001, CSC Revised: _____**Class Title: Case Management Specialist****BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Determines employability and establishes self-sufficiency goals for individuals seeking assistance. Interviews applicants or recipients of assistance to determine eligibility for various programs and benefits.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Determines eligibility for assistance programs by interviewing applicants/recipients to obtain personal and financial data, applying appropriate policies, and establishing employment goals.
2	S	Establishes plans for clients in establishing self-sufficiency goals for the purpose of transitioning public assistance recipients from welfare dependency by determining employability, explaining policies, procedures, and requirements, providing supportive services and establishing solutions for participation barriers.
3	S	Monitors case reports and records by verifying client information, completing changes in benefit program records, and reviewing cases for reassessment.

CSC Adopted: October 2001, CSC Revised: _____**CLASS REQUIREMENTS:**

CLASS REQUIREMENTS	
Formal Education / Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two year associate's degree, diploma or equivalent from a college, technical, business, vocational, or correspondence school. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	Two years experience in eligibility determination.
Certifications and Other Requirements	Valid Driver's License
Reading	Work requires the ability to read applications, manuals, verifications, case record documents, pamphlets, and agency correspondence.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write case narratives, appeal summaries, referrals, letters, reports, and general correspondence.
Managerial	Managerial responsibilities include organizing and prioritizing daily work, assessing clients, and determines eligibility.
Budget Responsibility	N/A
Supervisory / Organizational Control	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.
Complexity	Work is governed by broad instructions, objectives, and policies. Work requires the exercise of considerable initiative and independent analytical and evaluative judgment.
Interpersonal / Human Relations Skills	Contact others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

CSC Adopted: **October 2001**, CSC Revised: _____**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Copier, fax machine, filing, customer service, case scenario discussion or demonstration, presentations, memo/mail distribution
Sitting	C	Computer, desk work, answering telephone, meetings, interviews
Walking	F	Inter-office, to/from office equipment, to/from interview site, escorting customers, memo/mail distribution
Lifting	O	Office supplies, files, case folders, documents, manuals, books, boxes
Carrying	F	Office supplies, files, case folders, documents, manuals, books, boxes
Pushing/Pulling	F	Filing in file cabinet drawers or desk drawers
Reaching	F	Office supplies, files, case folders, manuals, telephones
Handling	F	Office supplies, files, case folders, documents, manuals, books, boxes, telephone
Fine Dexterity	F	Computer keyboard, calculator, writing, telephone keypad
Kneeling	R	Operation of office equipment, filing
Crouching	R	To check boxes, lower file cabinet drawers
Crawling	N	
Bending	F	Retrieval of filing or records, office supplies, case record information, lifting boxes
Twisting	C	To telephone from desk, to printer from computer, filing in file cabinet drawers
Climbing	F	Stairs, step stool, step ladder
Balancing	F	On stairs, step stool, step ladder
Vision	C	Computer, desk work, filing, reading, writing, interviews, case scenario demonstrations
Hearing	C	Telephone, co-workers, staff, supervisor, clients, general public, interviews, meetings, conferences, discussions
Talking	F	Telephone, co-workers, staff, supervisor, clients, general public, interviews, meetings, conferences, discussions
Foot Controls	R	Computer controls, driving
Other (specify)	N	

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Computer, laser or inkjet printer, copy machine, fax machine, telephone, calculator, mail meter, motor vehicle, general office supplies, paper cutter, overhead projector, TV/VCR, step stool, step ladder, Standard Windows and Office software, Internet/Intranet, State systems: Adapt, MMIS, IEVS, MEDPEND, FSCT and others, DMV, VEC and SVES, local systems include Elates, NADA Express, Sch Inq., NRHA Inq., and Learnfore

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	D
Chemical Hazards	N	Extreme Temperatures	M
Electrical Hazards	N	Noise and Vibration	D
Fire Hazards	N	Fumes and Odors	D
Explosives	N	Wetness/Humidity	M
Communicable Diseases	D	Darkness or Poor Lighting	S
Physical Danger or Abuse	D		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	X

(1)

(2) Neighborhood Centers

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	O
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	F
Other (see 3 below)	N

(3)